

# Robust and Flexible Revenue Cycle Management Services

Every healthcare provider and organization has their own unique set of needs to run a financially sustainable and profitable practice. Staff shortages, workflow inefficiencies, poor automation, lack of financial visibility, and missed revenue opportunities are all too common. An effective revenue cycle requires both sophisticated technology and support from an expert professional team. Fortunately, now you can obtain the perfect level of support via à la carte or bundled financial services.

NextGen® RCM Services provides professional expertise, technology, and hands-on support according to the needs of each medical practice we serve—from supporting your existing back-office staff to full, outsourced revenue cycle management (RCM). We can help your practice adapt to staff shortages, prevent denials, increase net collections, improve velocity of collections, reduce days in accounts receivable (A/R), and enhance the patient’s billing experience.

## Payer Enrollment

Primary focus on payer enrollment with options for broader source verification and delegated credentialing agreements

## Coding Services

Medical coding for all encounters, specific segments (e.g. surgeries), auditing, and staff augmentation

## Managed Rules & Edits

Specialty-specific management of claim edits and rules, leveraging NextGen® Charge Review Rules Engine

## Claims Management

Clearinghouse plus full claims submission, management, and reporting

## Payer A/R Management

A/R and Denial management for insurance claims including payer credit balance management

## Patient A/R Management

Options for Inbound call center and patient A/R management, statements and credit balance management

## Payment Management

Payment reconciliation and posting supported by NextGen Payment Intelligence, advanced automation and lockbox integration



## RCM Services Bundles

RCM Services Bundles	Credentialing	Coding	Rules & Edits	Claims & Clearinghouse	Insurance Accounts Receivable	Patient Accounts Receivable	Payments
Financial Suite		X	X				X
Financial Suite Plus		X	X		X		X
Financial Suite Pro		X	X		X	X	X

## The choice is yours

We understand that your healthcare practice or organization is unique and may not require all the services listed above. That’s why we’re different, and why we’re offering the option to choose what services suit your needs. Whether you’re looking for a bundled package or an individual financial service à la carte, we’ve got you covered.

## Additional teams supporting NextGen RCM Operations

### Client Engagement

- Regular engagement/review of performance
- Management of client questions/concerns

### RCM Support

- Dedicated RCM support team monitoring technical and operations issues
- Support ticket tracking and coordination with RCM Operations, Tech Services, Compliance, and EHR/PM Client Support

### Technical Services & Analytics

- Technology development, integration, and maintenance for RCM operations and global partner teams
- Automation development
- Analytics and Reporting to support performance improvement and transparency, including access to our NextGen® Financial Analytics platform

### QA & Compliance

- Regular quality assurance audits that meet or exceed recommendations by CMS
- Compliance reviews of edits, automation, and operating procedures
- Training for staff and client partners

### Performance Improvement

- Supporting internal and client-focused efforts to improve client financial performance
- Dedicated team for annual “deep dive” on performance
- Development of best practices for client and NextGen RCM teams

“It always helps to have someone on the other side of the table share information and speak honestly. It’s allowed us to focus on the key indicators that we need to continue the path to maximize revenues and reimbursement.”

**Carol Jones**  
Billing Manager  
Syracuse Community Health Center



Whether you’re looking for a bundled package or an individual financial service à la carte, *we’ve got you covered.*

# BETTER STARTS HERE.

Contact us at **855-510-6398** or email [results@nextgen.com](mailto:results@nextgen.com)